



G-Cloud 15

Lot 3 – Cloud Support Services (Additional Services)

Avanade Low code Agentic AI
with Copilot studio



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1. Service Overview

Avanade's Low Code Agentic AI with Copilot Studio empowers organizations to rapidly design, deploy, and manage intelligent AI agents using a visual, low-code interface. This service enables the orchestration of complex, multi-step workflows, integrating generative AI, retrieval-augmented generation (RAG), and automation within secure, governed environments. Avanade combines deep Microsoft expertise with proven delivery accelerators to help clients unlock business value, drive innovation, and ensure responsible AI adoption.

2. Service Scope & Constraints

This service definition covers Avanade's Agentic AI offerings built on Copilot Studio.

The scope includes low-code agent design, orchestration, deployment, and managed operations, with a focus on public sector requirements for security, compliance, and transparency. The service leverages Databricks for scalable data integration and advanced analytics, and is aligned with Microsoft's recommended practices for agent development.

3. Service Approach & Outcomes

Avanade's approach spans the full lifecycle of agentic AI solutions:

- **Ideation & Discovery:** Collaborative workshops to identify high-value agentic use cases, leveraging Copilot Studio's visual designer for rapid prototyping, making use of low code
- **Architecture & Design:** Mapping organizational needs to the Agentic Framework, ensuring modular, scalable, and secure agent orchestration.
- **Proof of Value (PoV):** Agile delivery of pilot agents to demonstrate feasibility and business impact.
- **MVP & Deployment:** Iterative development and deployment of agentic solutions, integrating with enterprise data and automation platforms.
- **Governance & Responsible AI:** Embedding responsible AI practices, monitoring, and compliance throughout the agent lifecycle.
- **Managed Services:** Ongoing support, monitoring, and optimization of agentic solutions. [

Key Features & Benefits

Low-Code Agent Creation: Use Copilot Studio's drag-and-drop interface to build agents without deep coding expertise, accelerating time to value.

Multi-Agent Orchestration: Coordinate advanced automation using low-code connectors, enabling collaborative agent behaviour and complex workflow execution.

Integration with Microsoft 365 & Teams: Publish agents directly to Microsoft 365, Teams, and other channels for seamless user experiences.

Real-Time Observability: Monitor agent performance and governance using built-in metrics and model tracking tools.

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Responsible AI & Compliance: Integrated monitoring, safety, and compliance features to support public sector standards.

Optimized Developer Experience: Visual debugging, dynamic prefetching, and streamlined navigation for efficient development.

4. Tools, Assets & Accelerators

Copilot Studio: Visual, low-code platform for agent design and deployment.

Microsoft Agentic Framework: Open-source framework for agent development, supporting multi-agent collaboration, RAG, and integration with Azure AI services.

Databricks Integration: Scalable data engineering and analytics for advanced agent scenarios.

Azure OpenAI Service: Secure, enterprise-grade generative AI foundation.

Avanade Accelerators: Blueprints, infrastructure-as-code, and agent templates to accelerate delivery and ensure consistency.

Responsible AI Tooling: Integrated monitoring, safety, and compliance features

5. Trials & Associated Services

Avanade provides a comprehensive suite of trial and introductory services to help clients quickly evaluate, validate, and realize the benefits of Avanade's Agentic AI offerings built on Copilot Studio. These services are designed to minimize risk and maximize value during the early stages of engagement:

Proof of Concept (PoC):

- Rapid development of PoC and pilot projects for targeted Agentic AI use cases.
- PoCs are structured to demonstrate technical feasibility, secure stakeholder buy-in, and build confidence in Azure-based data solutions.
- Delivered using Agile methodology, PoCs include collaborative workshops, analysis, and design sessions.

Discovery Phases & Workshops:

- Insight Discovery Workshops define engagement scope, clarify challenges, and establish architectural approaches and roadmaps.
- Prioritization workshops help identify and quantify use cases that deliver the greatest value, supporting project selection and planning.

Collaborative Development/Training:

- Joint teams of Avanade and client personnel work together on specific Azure Data Platform projects.

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- This enables clients to experience Avanade's delivery approach and build internal skills for platform adoption and development.

Hero Offers:

- Structured, short, focused engagements (often 4–6 weeks) to demonstrate tangible business outcomes early. These are scoped to provide clarity and defined outcomes for a fixed fee.

These trial services are designed to accelerate client understanding, reduce implementation risk, and deliver measurable value from Agentic AI investments.

6. Customer Responsibilities

- **Provision of Resources:** Customers are expected to provide necessary resources, such as access to systems, data, and relevant personnel, to enable Avanade to deliver the service effectively.
- **Collaboration and Engagement:** Active participation in collaborative workshops, ideation sessions, and ongoing feedback cycles is crucial. This includes engaging with Avanade during discovery, architecture design, and MVP development phases.
- **Governance and Roles:** We'll work with you to identify the most appropriate governance structures to ensure quick decision making, issue resolution and to ensure appropriate quality and financial controls
- **Training and Skill Development:** Where collaborative development or training is part of the engagement, customers should allocate team members to participate in joint development and training activities.
- **Operational Support:** For managed services, customers may need to support monitoring, maintenance, and data stewardship activities, ensuring that operational dependencies and SLAs are met.
- **Timely Decision-Making:** Customers are expected to provide timely decisions and approvals, especially during agile development cycles and migration projects, to avoid delays.
- **Compliance and Security:** Customers must ensure compliance with internal policies and regulatory requirements, particularly regarding data access, security, and GDPR.

7. Avanade Experience

Talent Acquisition:



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Low Code Aspect: The solution uses Power Platform and Copilot Studio's low-code tools to build AI-driven candidate discovery workflows. Recruiters interact with a visual interface to configure search and scoring logic, minimizing the need for custom coding.

Outcomes: Rapid shortlisting, bias reduction, and scalable framework for new roles.

Mergers & Acquisitions:

Low Code Aspect: Conversational RAG and document summarisation are orchestrated using Copilot Studio and Azure OpenAI, enabling business users to build and adapt search bots and Q&A flows with minimal coding.

Outcomes: Automated search, improved productivity, and faster insights for executive teams

HR Digital Experience – Retail Bank

Low Code Aspect: Leave management is automated using Copilot Studio's low-code agent orchestration, integrating policy checks, eligibility, and HR updates through a conversational interface.

Outcomes: Reduced manual effort, improved accuracy, and scalable pilot for further low-code Agentic AI projects.

Further details on Avanade's experience, client references, and additional case studies are available and can be shared upon request to demonstrate our proven track record and the breadth of our expertise in delivering successful solutions.

8. Service Pricing

Please refer to the associated Pricing Document relevant to this Service.

9. Contact Information

Sangeeta Pierce

Head of UK Health & Public Sector

Email: uk.hps.support@avanade.com

Tel: 020 7025 1000

10. About Avanade

Avanade, a joint venture between Accenture and Microsoft, is a privately held company was founded in 2000 with the goal of delivering innovative services and solutions to enterprises worldwide using the Microsoft platform. Avanade's main business focus is to purely deliver innovative services and solutions to enterprises worldwide on Microsoft technology. Avanade is a global organisation with over 56,000+ professionals worldwide, serving our clients in major geographic business areas in 26 countries.

This vast network of highly skilled resources is further complemented by our network of delivery centres that we refer to as Advanced Technology Centres (ATCs). This complementary capability provides the agility, cost efficiency and diversity of skills that today's businesses demand. This construct underpins the results we generate for our clients and forms the foundation for our long-term relationships with them.